

Kaiser Permanente

To better meet the evolving demands of the members, customers, and communities Kaiser Permanente serves, we reinvest a considerable amount of earnings each quarter into our integrated health care delivery system. These investments help ensure high-quality care, prompt customer service, and healthier communities. Currently, Kaiser Permanente's investment portfolio consists of three main areas: care programs and services, facility expansion, and technology infrastructure.

Care programs and services

Kaiser Permanente's strategic capital investments in clinical programs and tools help us deliver better service so that members receive quality health care. Numerous benefit programs funded by Kaiser Permanente's revenues also positively affect local communities. These programs include providing direct health care coverage for low-income families, community-based health partnerships, and research and collaboration with community health departments, clinics, and public hospitals. To meet the diverse needs of our members, Kaiser Permanente now offers a complete suite of solutions, including a wide variety of new plan options which complement our traditional HMO offering.

Facility expansion

Over the next four years, five new Kaiser Permanente hospitals will be developed; eight hospitals will be replaced; and three hospitals will be expanded, providing even greater value and convenience to our growing membership. These projects are in the planning, design, or construction phase in California, Hawaii, and the Northwest. Over the next 10 years, more than 100 Kaiser Permanente medical offices are to be built, the majority of which will be in California. For all new buildings, Kaiser Permanente is using environmentally friendly construction methods to ensure the health of both members and the environment. These modern, energy-efficient facilities will help members enjoy more convenient access to high-quality care.

Technology infrastructure

Members are also gaining unprecedented access and flexibility in managing their health care through Kaiser Permanente HealthConnect™, our electronic health record that organizes members' medical information, appointments, lab results, and more. Through KP HealthConnect, members can quickly schedule appointments, view their personal health information, e-mail their doctors' office, locate services, access after-visit summaries, consult with pharmacists and

nurses, order prescription refills, and research health topics 24 hours a day. KP HealthConnect is currently being implemented across all regions.